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PTO/SB/05 (03-01)

Approved for use through 10/3 1/2002 OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. Attorney Docket No. 109.0017 PATENT APPLICATION Popillo et al. First Inventor  $\subset$ Systems and Methods for Increasing Business Productivity and Revenues by Identifying Critical TRANSMITTAL Title Ś Interactions Relating to Customers (Only ew nonprovisional applications under 37 CFR 1.53(b)) ET966263599US Express Mail Label No. Commissioner for Patents **APPLICATION ELEMENTS** ADDRESS TO: **Box Patent Application** See MPEP chapter 600 concerning utility patent application contents. Washington, DC 20231 CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix) Fee Transmittal Form (e.g., PTO/SB/17) 1. 8. Nucleotide and/or Amino Acid Sequence Submission Applicant claims small entity status. 2 See 37 CFR 1.27. (if applicable, all necessary) Specification 34 ] (Total Pages Computer Readable Form (CRF) 3. Х a. eferred arrangement set forth below) - Descriptive title of the invention b. Specification Sequence Listing on: Cross Reference to Related Applications CD-ROM or CD-R (2 copies); or Statement Regarding Fed sponsored R & D Reference to sequence listing, a table, iί. or a computer program listing appendix

- Background of the Invention

- Brief Summary of the Invention Statements verifying identity of above copies C. Brief Description of the Drawings (if filed) ACCOMPANYING APPLICATION PARTS **Detailed Description** Х Assignment Papers (cover sheet & document(s)) Claim(s) 9. - Abstract of the Disclosure 37 CFR 3.73(b) Statement Power of 10. (when there is an assignee) Attorney Drawing(s) (35 U.S.C. 113) English Translation Document (if applicable) 41 11. [Total Sheets 1 Information Disclosure Copies of IDS Oath or Declaration [Total Sheets 12. 5. Statement (IDS)/PTO-1449 Citations 13. **Preliminary Amendment** Х Newly executed (original or copy) a. Copy from a prior application (37 CFR 1.63 (d)) Return Receipt Postcard (MPEP 503) 14. Х h (for continuation/divisional with Box 18 completed) (Should be specifically itemized) Certified Copy of Priority Document(s) **DELETION OF INVENTOR(S)** 15. (if foreign priority is claimed) Signed statement attached deleting Inventor(s) Nonpublication Request under 35 U.S.C. 122 named in the prior application, see 37 CFR 16. (b)(2)(B)(i). Applicant must attach form PTO/SB/35 1.63(d)(2) and 1.33(b). or its equivalent. Other: Check in the amount of \$780.00 х Application Data Sheet. See 37 CFR 1.76 17 18 If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76: Continuation-in-part (CIP) of prior application No : Continuation Divisional Group Art Unit. Examiner Prior application information For CONTINUATION or DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts. 19. CORRESPONDENCE ADDRESS Customer Number or Bar Code or Correspondence address below de label here) 7997 Name PATENT TRADEMARK OFFICE Address City State Zip Code Country Telephone Fax Registration No. (Attorney/Agent) 30,210 Name (Print/type) Peter HAPriest 12/20/01

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231.

PTO/SB/17 (11-00)

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FFF TDANOMITTAL		Complete if Known				
FEE TRANS	WIIIAL	Application Number				
for FY 2002		Filing Date				
		First Named Inventor	Popillo, et al.			
Patent fees are subject to a	nnual revision.	Examiner Name				
		Group Art Unit				
TOTAL AMOUNT OF PAYMENT	(\$) 780.00	Attorney Docket No.	109.0017			

METHOD OF PAYMENT		FEE CALCULATION (continued)					
The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:		3. ADDITIONAL FEES					
		Large Entity		Small Entity			
Deposit Account Number		Fee (\$)	Fee Code	Fee (\$)	Fee Description	Fee Paid	
Deposit Account Law Offices of Peter H. Priest		130	205	65	Surcharge – late filing fee or oath		
Name  X Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17		50	227	25	Surcharge – late provisional filing fee or cover sheet		
Applicant claims small entity status See 37 CFR 1 27	139	130	139	130	Non-English specification		
2. X Payment Enclosed:	147	2,520	147	2,520	For filing a request for ex parte reexamination		
X Check Credit Card Money Order Other	112	920*	112	920*	Requesting publication of SIR prior to Examiner action		
FEE CALCULATION		1,840*	113	1,840*	Requesting publication of SIR after Examiner action		
1. BASIC FILING FEE	115	110	215	55	Extension for reply within first month		
Large Entity Small Entity	116	400	216	200	Extension for reply within second month		
Fee Fee Fee Fee Description Code (\$) Code (\$) Fee Paid	117	920	217	460	Extension for reply within third month		
101 740 201 370 Utility filing fee 740.00	118	1,440	218	720	Extension for reply within fourth month		
106 330 206 165 Design filing fee	128	1,960	228	980	Extension for reply within fifth month		
107 510 207 255 Plant filing fee	119	320	219	160	Notice of Appeal		
108 740 208 370 Reissue filing fee	120	320	220	160	Filing a brief in support of an appeal		
114 160 214 80 Provisional filing fee	121	280	221	140	Request for oral hearing		
		1,510	138	1,510	Petition to institute a public use proceeding		
SUBTOTAL (1) (\$) 740.00		110	240	55	Petition to revive – unavoidable		
2. EXTRA CLAIM FEES		1,280	241	640	Petition to revive – unintentional		
Fee from Extra Claims below Fee Paid	142	1,280	242	640	Utility issue fee (or reissue)		
Total Claims 17 -20**= 0 x 18.00 = 0.00	143	460	243	230	Design issue fee		
Independent Claims 0 X 84.00 0.00	144	620	244	310	Plant issue fee		
Multiple Dependent  0.00	122	130	122	130	Petitions to the Commissioner		
Large Entity Small Entity	123	50	123	50	Processing fee under 37 CFR 1.17(q)		
Fee Fee Fee Fee Gode (\$) Code (\$)	126	180	126	180	Submission of Information Disclosure Stmt		
103 18 203 9 Claims in excess of 20	581	40	581	40	Recording each patent assignment per property (times number of properties)	40.00	
102 84 202 42 Independent claims in excess of 3	146	740	246	370	Filing a submission after final rejection (37 CFR § 1.129(a))		
104 280 204 140 Multiple dependent claim, if not paid		740	249	370	For each additional Invention to be examined (37 CFR § 1.129(b))		
109 84 209 42 **Reissue independent claims over original patent		740	279	370	Request for Continued Examination (RCE)		
110 18 210 9 **Reissue claims in excess of 20 and over original patent	169	900	169	900	Request for expedited examination of a design application		
SUBTOTAL (2) (\$)0.00	Other f	ee (spec	cify) _				
** or number previously paid, if greater, For Reissues, see above		ed by Bas	ic Filing F	ee Paid	SUBTOTAL (3) (\$)40.00	<del>'</del>	

SUBMITTED BY Complete (if applicable)								
Name (Print/Type)	Peter H. Priest	Registration No (Attorney/Agent) 30,210	Telephone	919-942-1434				
Signature	Tuta to to		Date	12/20/01				

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